

IN THE CLAIMS:

Please amend the claims as follows:

1-21. (Canceled)

22. (New) A method for remote response and resolution of network and system failures, the method comprising:

upon receiving notification of a network or system failure, obtaining secure access to a client network infrastructure from a remote device;

transmitting a remote device message to the network management server, the message comprising at least one instruction;

at the network management server, translating each instruction into a series of commands that are executable against multiple network components; and

identifying and providing a resolution to the network or system failure.

23. (New) The method of claim 22, wherein translating occurs via an updatable mapping table that contains each instruction and the series of commands corresponding to the instruction.

24. (New) The method of claim 22, further comprising:

transmitting to the network management server the remote device message in a first format;

converting the remote device message to a second format compatible with a network management protocol; and

transmitting a message in the second format to at least one network component.

25. (New) The method of claim 22, wherein the remote device message is a network command.

26. (New) The method of claim 22, wherein the remote device message is encrypted, the method further comprising:

decrypting the message.

27. (New) The method of claim 22, wherein the remote device is selected from a group consisting of a clientless wireless device, a session based wireless device, a paging wireless device, and an email-based wireless device.

28. (New) The method of claim 22, further comprising:

receiving registration information, the registration information including user information and remote device information, wherein the registration information is usable in authenticating the remote device prior to communicating with the remote device.

29. (New) A method for remote response and resolution of network and system failures, the method comprising:

upon receiving notification of a network or system failure, obtaining secure access to a client network infrastructure from a remote device;

transmitting a remote device message to the network management server, the message comprising at least one instruction;

at the network management server, translating each instruction into a series of commands that are executable against multiple network components, wherein translating occurs via an updatable mapping table that contains each instruction and the series of commands corresponding to the instruction; and

identifying and providing a resolution to the network or system failure.

30. (New) A tool for remote response and resolution of network and system failures, the tool comprising:

means for obtaining secure access to a client network infrastructure from a remote device upon receiving notification of a network or tool failure;

means for transmitting a remote device message to the network management server, the message comprising at least one instruction;

translating means for translating each instruction into a series of commands that are executable against multiple network components; and

means for identifying and providing a resolution to the network or tool failure.

31. (New) The tool of claim 30, wherein the translating means comprises an updatable mapping table that contains each instruction and the series of commands corresponding to the instruction.

32. (New) The tool of claim 30, further comprising:

first transmitting means for transmitting to the network management server the remote device message in a first format;

means for converting the remote device message to a second format compatible with a network management protocol; and

second transmitting means for transmitting a message in the second format to at least one network component.

33. (New) The tool of claim 30, wherein the remote device message is a network command.

34. (New) The tool of claim 30, wherein the remote device message is encrypted, the tool further comprising:

means for decrypting the message.

35. (New) The tool of claim 30, wherein the remote device is selected from a group consisting of a clientless wireless device, a session based wireless device, a paging wireless device, and an email-based wireless device.

36. (New) The tool of claim 30, further comprising:

means for receiving registration information, the registration information including user information and remote device information, wherein the registration information is usable in authenticating the remote device prior to communicating with the remote device.

37. (New) A computer program product comprising a computer usable medium having control logic stored therein for causing a computer to remotely respond to and resolve network and system failures, the control logic comprising:

first computer readable program code means for obtaining secure access to a client network infrastructure from a remote device upon receiving notification of a network or tool failure;

second computer readable program code means for transmitting a remote device message to the network management server, the message comprising at least one instruction;

third computer readable program code means for translating each instruction into a series of commands that are executable against multiple network components; and

fourth computer readable program code means for identifying and providing a resolution to the network or tool failure.

38. (New) The computer program product of claim 37, wherein the third computer readable program code means comprises an updatable mapping table that contains each instruction and the series of commands corresponding to the instruction.

39. (New) The computer program product of claim 37, further comprising:
fifth computer readable program code means for transmitting to the network management server the remote device message in a first format;

sixth computer readable program code means for converting the remote device message to a second format compatible with a network management protocol; and

seventh computer readable program code means for transmitting a message in the second format to at least one network component.

40. (New) The computer program product of claim 37, wherein the remote device message is a network command.

41. (New) The computer program product of claim 37, wherein the remote device message is encrypted, the computer program product further comprising:

fifth computer readable program code means for decrypting the message.

42. (New) The computer program product of claim 37, wherein the remote device is selected from a group consisting of a clientless wireless device, a session based wireless device, a paging wireless device, and an email-based wireless device.